

ABSTRACT OF THE DISCLOSURE

Methods and systems for routing a communication to a preferred device are disclosed. A service center consistent with the present invention is operable to receive information pertaining to a communication to a user from a calling party, and retrieve data corresponding to the user using the received information. The service center also determines a preferred device of the user based on the retrieved data, wherein the preferred device is one of a plurality of devices associated with the user. Thereafter, the service center ascertains whether the preferred device of the user requires a new mode of delivery, and routes the communication to the preferred device of the user based on the ascertaining.